iPhone and Mobile App FAQ's

QUESTION	RESPONSE
iPhone / iOS	
What's the best method to update the latest version of iOS when notified on my DCFS-provided device?	iOS updates must be installed when connected to Wi-Fi and your phone is connected to a power source. iOS updates cannot be installed with a cellular only connection. Currently, DCFS Wi-Fi services are NOT available to DCFS staff on their Department-provided device. There are 2 recommended methods to update iOS: 1. Update your work device iOS via public or home Wi-Fi connection. 2. For DCFS devices with hotspot tethering and unlimited data, temporarily use a co-worker's device as a Wi-Fi hotspot to install the update.
What does it mean when I receive a message about a "carrier update" on my iPhone? Should I tap YES to update?	A carrier update is simply an update from the cellular provider which can be installed via cellular-only connection. This type of message appears from time to time. Please install these carrier updates when they appear to ensure your phone settings are up-to-date.
Is it ok to update the iOS version on my DCFS device when I'm prompted that an update is available?	We recommend that you check the DCFS Mobility website (available via D-Net) **before** updating your iOS. Our DCFS tech and development staff need to first research and test the iOS update to ensure compatibility with our SACWIS app and MobileIron (mobile device management software).
I recently received my new iPhone 6S+ and am going to be traveling out of the country. What's the policy on taking/using my work phone while traveling abroad?	There is a policy that states you should not take your phone out of country without prior approval and/or justification. This notification provides the appropriate staff time to temporarily change the phone plan to an international plan during their trip (if approved). If these steps are not taken, you could possibly incur exorbitant roaming fees.
My DCFS iPhone doesn't have a plastic or tempered glass screen protector. Is it acceptable to purchase my own protector to further protect my glass screen?	The iPhones were provided with protective clip cases. However, if you would like to purchase an inexpensive plastic or tempered glass cover (most range in price from $5-$10), you can do so without violating policy. Make sure you purchase for the iPhone 6S+ model. There would be no reimbursement for this purchase.
What is the iPhone 6S+ talk/data plan?	**400** talk minutes per month with unlimited data/unlimited text on a national Verizon plan.
Does Verizon to Verizon calls count against the 400 talk minutes?	No. If you call another Verizon customer, those are "*free*" minutes.
Can I use FaceTime to conserve my monthly 400 talk minutes?	YES! You can use FaceTime on Wi-Fi or the Verizon Wireless data network. When using FaceTime on a Wi-Fi connection, your data plan is not used.

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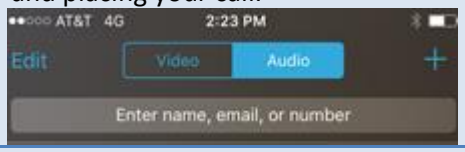
	Similarly, no cellular calling minutes are used during the video portion of a FaceTime call. FaceTime calling can be used over a cellular data connection with an iPhone. **It does need to be used iPhone to iPhone**---not compatible with Android. Also, you must set up an Apple ID tied to your **work email address** to use FaceTime. Reference the CREATE A FREE APPLE ID guide on the mobility website for the "How To."
Is there an AUDIO-ONLY version of FaceTime?	Yes, just switch to **Audio** before entering the name, email or number and placing your call. 
Am I using my 400 talk minutes when I check voicemail messages?	Yes, checking voicemail does use voice minutes.
How do I check my talk minutes from my phone?	**Settings** > **Phone** > **Verizon Services**, select **View My Minutes**. A text message will be sent with your monthly minute usage. **OR** you can simply dial ***646#** for an auto-text.
Can I contact Apple if I have questions about my iPhone?	All calls should be directed first to our internal DCFS Help Desk. If needed, Help Desk staff will reach out to Verizon and/or Apple on users' behalf.
I received a new number with this new iPhone. Is there a way to see my cell phone number on the phone?	Yes. Tap **Phone** > **Contacts**. Your number is listed at the top of All Contacts. OR Tap **Settings** > **Phone**. Your number is displayed in **My Number**.
What do I do if my iPhone is lost or stolen?	First, contact the Help Desk. We can immediately wipe the phone via MobileIron. Secondly, contact your local police department for a police report. DCFS and the facilities group need a police report for valuation of lost/stolen property for auditing purposes. If you happen to find your phone, contact the Help Desk again and we can reinstall MDM settings to restore access to the app and DCFS email/calendar.
I'm receiving spam text messages on my DCFS iPhone. Can I prevent this from reoccurring?	Yes. If the message is an iMessage, tap **Report Junk** then **Delete** and **Report Junk** again. If **Report Junk** is not displayed: • Tap **Details** • Tap ⓘ • Tap **Block this Caller** then **Block Contact**

QUESTION	RESPONSE
I'm receiving some telemarketing calls on my DCFS phone. Any suggestions on how to prevent these?	The federal government's National Do Not Call Registry is a free, easy way to reduce the telemarketing calls you receive. To register your phone number or to get information about the registry, visit www.donotcall.gov, or call 1-888-382-1222 from the phone number you want to register. This will not prevent all unwanted calls, but you should receive ***fewer*** telemarketing calls within 31 days of registering your number.
How do I unblock someone so that I can receive their calls/texts again?	• Tap **Settings** > **Messages** > **Blocked** • Tap **Edit**, then tap the red circle to the left of the number you wish to unblock • Tap **Unblock**
When using your new DCFS iPhone, is there a way to allow the person you're calling to be able to see your number rather than the standard *No Caller ID*. There can be problems for staff on call when staff/client phones are set up to block restricted calls or they don't answer restricted calls.	We requested that Verizon remove these restrictions from currently deployed phones and new phone orders. Users can block their caller ID (on a call-by-call basis) by dialing ***67** before the number, otherwise their DCFS iPhone caller ID will be displayed.
I've noticed that if I don't use my DCFS phone over the weekend, I'm not able to open the iPhone with my touch ID, rather I'm required to enter my 4 digit passcode?	Yes, this is an Apple design/security feature. If you don't use your iPhone for 48 hours **OR** if you turn your iPhone off/on, you are required to enter the 4 digit passcode the first time. After that, you can use touch ID to open your iPhone.
iPhone Hotspot	
Can I use my DCFS phone as a hotspot for laptop network access?	Yes. In lieu of a mobile broadband (i.e. air card), direct service staff with the hotspot tethering can use the unlimited data plan on the DCFS-provided devices to provide Wi-Fi access for your network connectivity. To turn on the phone hotspot: 1. **Settings** > turn on **Personal Hotspot** 2. Take note of the Wi-Fi password **To connect to the DCFS network using the iPhone hotspot:** 1. Click the Cisco AnyConnect icon in the taskbar tray 2. Select your iPhone from the list of available networks and enter the **network security key** (Wi-Fi password)

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	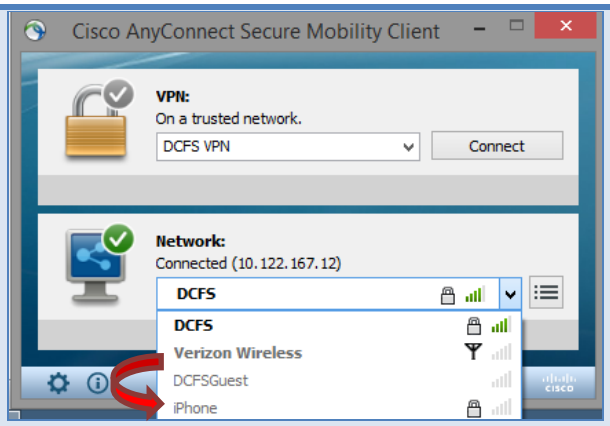 3. Click **Connect** for DCFS VPN and enter your DCFS network password **NOTE**: You only enter the network security key (Wi-Fi hotspot password) once. However, you are required to enter your DCFS network password for every connection.
Is it true that I will no longer have mobile broadband/Verizon air card access on my laptop? How will I connect to the DCFS network when I'm out in the field?	Within a month of receiving your new iPhone 6S+, your Verizon mobile broadband access in your laptop will be discontinued. However, you have an unlimited data plan on your DCFS iPhone and will use it as your hotspot to connect to the DCFS network on your laptop. Provided that you have your phone within working distance of your laptop and it's charged, it serves as your mobile network connection. During the 4 month mobile app pilot, the iPhone hotspot was equally or more reliable than the mobile broadband. The carrier (Verizon), bandwidth (4G) and coverage area (nationwide) are the same for both the hotspot and mobile broadband.
Why the transition to the hotspots?	It saves money and provides customer convenience! Adding the Mobile Hot Spot or tethering plan to the iPhone data plan costs 4 times less than activating and maintaining the cellular service on the internal broadband card inside the laptop.
What is the difference between Mobile Broadband on the laptop and the Mobile Hot Spot on the phone?	The current laptops have specialized hardware installed that allows access to internet using cellular technology. The mobile hotspot capability on the phones is essentially a service that is added to the phone data plan that allows you to connect devices to the phone using Wi-Fi technology to access the internet.
Will I lose the capability to connect to other Wi-Fi networks or lose VPN access?	**ABSOLUTELY NOT!** In fact, you are using the same technology and process to connect to the DCFS network whether it's your DCFS iPhone hotspot or public/home Wi-Fi.

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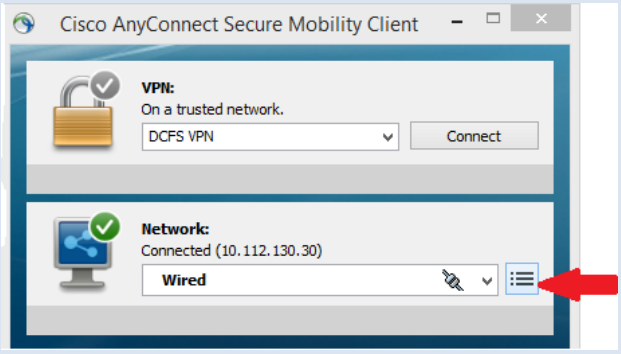
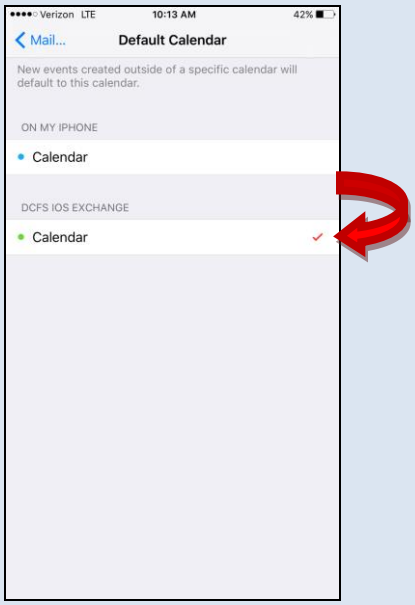
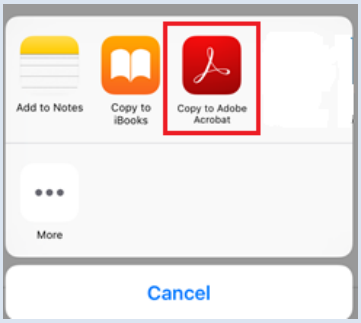
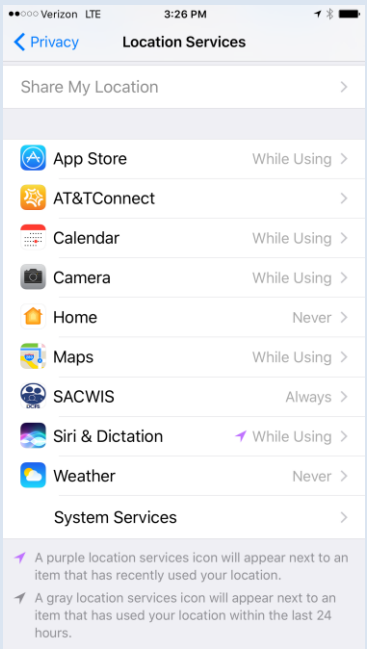
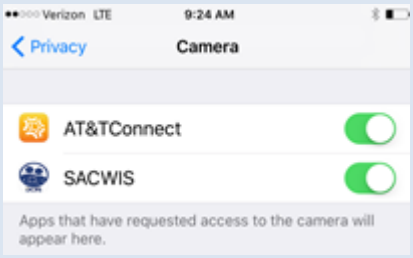
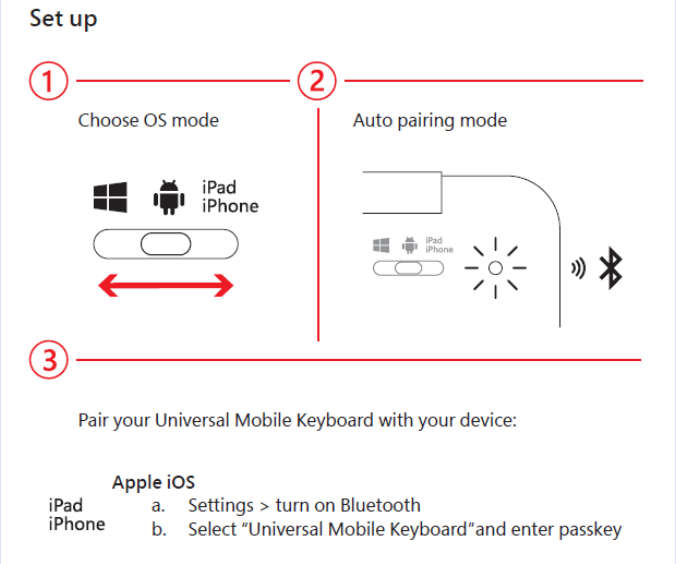
	It's important to consider that many direct service staff, who don't currently have laptop air cards, will receive this enhanced capability with the iPhone. DCFS is providing this service to more staff for less cost.
I've noticed when using a co-worker's hotspot to update my iOS, it can be confusing to identify which phone belongs to which worker because they're all named "iPhone." How can we rename our phones to easily identify the correct phone?	Tap **Settings** > **General** > **About** > **Name**. Enter a new iPhone name. This device name will be displayed in the AnyConnect available network list as well as when you use Bluetooth technology.
Which technology produces a faster network connection—iPhone hotspot or laptop mobile broadband?	In testing, speeds were basically the same. For BOTH technologies, speed is dependent on many factors like coverage and signal strength. In addition, as cellular technology evolves and gets faster, the mobile broadband cards in the laptops are becoming obsolete and impractical to upgrade.
I've noticed when using my iPhone as my hotspot, my battery drains faster. Any suggestions?	Yes, hotspot usage impacts battery charge. We recommend using the USB cable to connect the iPhone to your laptop to charge. Staff are also provided car and office chargers.
What if I need to take phone call while simultaneously using the hotspot for SACWIS access on their laptop (in lieu of mobile broadband)?	When you end your call, your VPN connection will re-establish and your work will be there/SACWIS work should not be lost when you re-connect. To ensure continuity of work, don't click on anything else while you are disconnected.
I regularly use my iPhone as a hotspot, but I noticed recently that I'm caught in an endless authentication/authorization loop and am unable to connect to the DCFS network. Any suggestions?	Yes, the common fix for this issue is to remove the iPhone from the laptop network connections and then add it back again. To remove a the iPhone hotspot from network connections: 1. Click the Cisco AnyConnect icon in the taskbar tray 2. Click the menu button and select **Manage Networks**  3. From the Configuration tab>Saved Networks, select your iPhone and click **Remove** 4. Close the AnyConnect Secure Mobility Client window Go through the steps to add your iPhone hotspot to your network connections again.

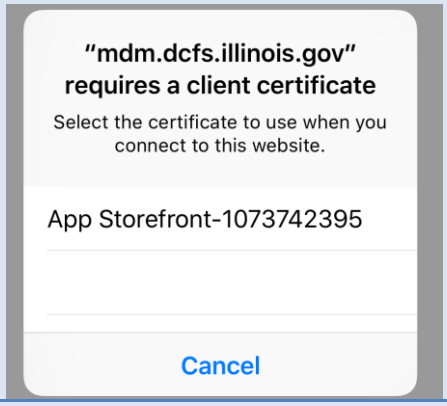
QUESTION	RESPONSE
My iPhone is not appearing as an available network connection in Cisco AnyConnect?	If the iPhone hotspot is left on and then disconnected from the device that was using it, often times you will need to reset (turn if off/back on) the hotspot before you can connect to it again. It is best to turn off the iPhone hotspot when you are finished using it. This also prolongs battery life.
DCFS Email and Calendar Access	
How do I access my DCFS email and calendar on my new device?	Email settings are automatically pushed to the device. You must enter your network (NT account) password to allow the device to sync email, contacts, and calendar. Open the mail app to be prompted for your password. Enter your network password and tap OK. The only thing needed to complete the configuration is your NT (computer) account password when prompted. **If you open the mail app and it is prompting you to select a mail provider (to set up mail), please contact the Help Desk to help troubleshoot the mail configuration on your device.**
How much of my email is available on the phone?	The default email sync setting is for one week of email. Please note, email that is archived will not sync to the phone. You can adjust the settings by going into **Settings** > **Mail, Contacts, Calendars** > **iOS exchange account** > **Mail Days to Sync**
I'm receiving a password prompt for *DCFS iOS Exchange* when trying to access my DCFS email/calendar on my iPhone 6S+. What password should I enter?	You must enter your **DCFS email password** whenever you update your **DCFS network password** (required once every 60 days) to ensure ongoing access to email/calendar. Be aware that two (2) attempts with the wrong password will lock you out of the phone and network account. Contact the Help Desk to request a password reset. You won't be prompted to enter a password again (on the iPhone) until the next time you change your network password or if you NT account is locked out/password is expired.
Is there an easy way to transfer my personal contacts to my DCFS iPhone?	You can text/share them individually. Another option would be to add them to your Outlook contacts and they will automatically appear in the iPhone native Contacts.
When I create an appointment/meeting on my iPhone calendar, it's not appearing in my Outlook calendar?	First, check your default iPhone calendar settings. **Settings** > **Mail, Contacts, Calendars** > **Calendars** > **Default Calendar** > **DCFS Owned IOS exchange**.

QUESTION	RESPONSE
	For the specific appointment/meeting that is not appearing in your Outlook calendar, open the appointment in your iPhone calendar. Select **Calendar** > **DCFS Owned IOS Exchange**. 
Can I open other worker's calendars (Outlook shared calendars) on my phone?	You can access ***your*** Outlook work calendar appointments. You're not able to access other workers' calendars on the iPhone DCFS iOS Exchange.
I'm having issues viewing PDF email attachments from my phone?	To resolve this issue, Create a free Apple ID (detailed steps available on mobility website) and then install **Adobe Acrobat Reader app** from the DCFS App store. Once Adobe Acrobat reader is installed, tap and hold the attachment icon within the email and select **COPY TO ACROBAT READER** (see below). This launches the app and displays all PDF content.  You can subsequently access and view your PDF document history within the Adobe Acrobat app.

QUESTION	RESPONSE
SACWIS App Functionality	
Do I have to be connected to cellular or Wi-Fi in order to use the app to create notes and upload photos?	Yes, this is a "connected-only" app. You will be able to open and use the app if there is an established cellular or Wi-Fi connection.
Is there a cheat-sheet for all the primary app features/icons?	Yes. The SACWIS App Quickstart and other helpful app resources are located on the DCFS Mobility website.
How do I enable the Touch ID login feature?	Touch ID provides SACWIS app user login convenience as well as an additional security layer. The touch ID must first be set up on the device. 1. Settings 2. Touch ID & Passcode 3. Add a fingerprint To use the app Touch ID login: 1. Tap L**ogin With Touch ID** on the app login screen. 2. Enter your User Name (DCFS Network ID) 3. Enter the Password. Default password = P@ssword1 4. Tap Login 5. Every subsequent login prompts for Touch ID and automatically fills in the User Name/Password
I'm a DCFS investigator. Can I upload multiple photos into the app, rather than one at a time?	The current app functionality allows for one investigation photo at a time to be taken and uploaded directly in the app. In order to comply with security policy, photos should not be taken and stored directly on the phone. iPhone photos are not encrypted and secured. Future design and development considerations are being made to allow multiple investigation photo upload.
Can you please clarify the investigation and case photos that can be viewed in the app vs. SACWIS proper?	In **INVESTIGATION**, multiple photos can be uploaded in the app, but only one at a time. The photos do not overwrite previous photos because all photos are saved and displayed. ALL investigation photos (uploaded in SACWIS proper and/or in the app) can be viewed in the app. In **CHILD CASE**, only one photo can be viewed and uploaded in the app. If a newer photo is taken and uploaded, it replaces the previous photo in the app. However, all uploaded youth in care photos can be viewed in the child case in SACWIS proper.
I'm a supervisor using a "paired team" SACWIS role, supervising both investigators and caseworkers. I can only view the investigations portion of my role in the mobile app. Why?	The current pilot app was not designed to view investigation and casework desktops in one role. We are currently refactoring the app and this "paired" functionality will be available in a future version.

QUESTION	RESPONSE
When there's a SACWIS app update, my LOGIN WITH TOUCH ID is turned off? Why?	Yes, that's correct. App updates automatically disable the app login with touch ID feature in the app. This is due to Apple Keychain functionality. To log back in after an app update: • Re-enable touch ID on the app log in screen • Close the app • Reopen the app to log in with touch ID.
Can I access my After Hours/On Call role in the mobile app?	Yes, simply tap your name on the caseload screen and select the role. You can record notes and upload photos to investigations/cases assigned to your other roles.
Can I act as a designee for someone else in the mobile app?	Designee functionality is not currently available in the mobile app. However, once an enterprise app is developed, we plan to add this functionality based on customer feedback.
After I installed the SACWIS app, I did not immediately allow Location Services when prompted. Now, I can't access the app. Help?	Yes, you will encounter three (3) prompts within the SACWIS app for **Location Services**, **Enable Dictation**, **Allow camera access** in the app. If you do not allow these functions via the auto-prompts, go to **Settings** > **Privacy** > **Location Services** and enable Camera (While Using), SACWIS (Always) and Siri & Dictation (While Using) as seen below: 

QUESTION	RESPONSE
	Also, double check the **Camera** settings (under **Privacy)** and make sure that it's enabled for SACWIS. 
Mobile Keyboard	
How long does it take to charge the keyboard? How long will the keyboard retain the charge?	It takes about 2-3 hours to fully charge if connecting the portable keyboard to your laptop or docking station via USB. Charging is significantly faster when using the iPhone AC adapter block with the keyboard USB cable. The battery life is dependent on many factors, such as usage and weather. Just remember to plug it in when you're in the office or take the USB cable.
How do I pair my mobile, Bluetooth keyboard with my phone so I can use the keyboard when entering app notes? **Additional Microsoft Universal Mobile Keyboard information is located on the mobility website.**	
How do I go about getting a portable keyboard?	**AFTER** you receive your new iPhone 6S+, your supervisor should use the EQUIPMENT REQUEST FORM (D-Net>OITS>REQUEST SERVICES) to request a keyboard. Managers submit the form for direct service supervisors.
Can I share a portable keyboard with another worker?	Yes. However, make sure multiple staff are not trying to pair to the same keyboard at the same time. Sharing keyboards is an effective approach to let other staff try a keyboard before the supervisor makes a formal request. It's also a good solution for staff that use the keyboard sporadically.

QUESTION	RESPONSE
Mobile Device Management/MobileIron	
I was recently on leave from work (for more than 30 days) and I'm receiving Outlook emails with this subject: ***Warning:(Device Phone Number) (lastname/firstname) Out-of-contact with server for (numbered days) day(s)*** **Also, the DCFS app store disappeared and I can't install the SACWIS app. Help!**	If the iPhone is not used/checked in for 30 days or more, MobileIron sends a standard email to alert you. Please contact the DCFS Help Desk so that MobileIron can be pushed to your iPhone again. Once configured, you will see the DCFS App Store and will be able to reinstall the SACWIS app. **NOTE**: If the iPhone has to be wiped for any reason, contact the DCFS Help Desk so MobileIron can be pushed to the device again.
DCFS App Store	
When opening the DCFS app store I receive a prompt about selecting a certificate.	Tap App Storefront –xxxxxxx, then the DCFS app store will load. Generally, you should only receive this prompt once after receiving a new or replacement phone. 
How do I install the SACWIS app and do I need a Wi-Fi connection to install the app?	You do not need a Wi-Fi connection to install the app. A cellular data connection will suffice. To install the app or update the version: 1. Tap the DCFS App store from your home screen 2. From the MobileIron catalog, tap **Featured** or **Categories>DCFS Apps** 3. Tap the SACWIS app 4. Select Install or Update
Should I use my personal Apple ID to install other apps available in the DCFS app store?	No, you shouldn't use your personal Apple ID on a DCFS iPhone. You do not need an Apple ID to install the SACWIS app. However, to install other apps in the DCFS App store, you need to create an Apple ID tied to your **DCFS work email address.** Visit www.appleid.apple.com to create an Apple ID.

QUESTION	RESPONSE
	We recommend creating the Apple ID from your laptop via the Apple website vs. creating the Apple ID from iTunes because the Apple website does **NOT** require a credit card or iTunes gift card.
What apps are acceptable to install on my DCFS device?	OITS monitors installed apps on Department devices. We've identified the most frequently used apps as well as others that may be useful and placed them in the DCFS App store for your convenience. As a reminder, the AP20 policy states that state equipment is to be used for work-related purposes. Any app considered personal in nature may be questioned. For additional app verification, please contact the Help Desk so they can assist and advise accordingly.
Is there a process to request work-related apps (free or paid) for inclusion in the DCFS app store?	Yes. Contact the Help Desk and the ticket will be routed to the appropriate staff. As our mobile community grows, we will continue to monitor the most installed apps for DCFS App store inclusion. We also plan to streamline an online request process.
Onboarding Process	
Will there be a formal training session for the iPhone/SACWIS app?	Since most staff already use some type of smart phone (iPhone or Android) and associated apps, there will be no formal training. There are brief, instructive videos that illustrate the app functionality. The mobile SACWIS app videos are located on the mobility website.
Similar to past equipment deployments, will "super users" be utilized in the iPhone/mobile app deployment and onboarding effort?	Yes! We encourage staff to ask their co-located mobile super users to assist with the informal onboarding process of accepting the new DCFS iPhone, setting up a PIN and touch ID and installing the mobile app from the DCFS App Store. The mobile super user list and other onboarding materials are available on the mobility website. We also encourage staff to contact the DCFS Help Desk at 1-800-610-2089 or email HelpDesk.OITS@illinois.gov for additional assistance.
Please explain the iPhone deployment and onboarding process? Will I be required to be in person to receive my new iPhone?	A deployment schedule will be distributed to impacted staff several weeks in advance of implementation. All direct service staff (investigators, permanency, high risk intact and associated supervisors) are required to be in person to sign for and receive their new iPhone. We will also reclaim the previously assigned flip phones. IT staff and mobile super users will be available during deployment to onboard new mobile users to the SACWIS app and assist with DCFS email/calendar access.

QUESTION	RESPONSE
I can't be in my headquartered office on the scheduled deployment date. What should I do?	For investigation, intact and permanency staff who will NOT be in their headquartered site on the scheduled iPhone deployment date, please wait to contact the HD until shortly AFTER your deployment date to request a ticket for rescheduled deployment. Staff need to be available in their **headquartered** site on deployment date to expedite deployment. TA'd staff, temporarily located in a different office should also be at their headquartered site to receive their phone.
Will there be a webinar available if I have additional questions about the iPhone or mobile app?	Yes. We will host a kickoff webinar after device and mobile app deployment. The mobile SACWIS app webinar schedule is available on the mobility website.
How do I access the new SACWIS mobile app?	Once your new iPhone is assigned, simply go to the DCFS App Store on the home screen and install the SACWIS app.